

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0228266	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Service Assistant		
3. Division Family Services – Kansas City Region			12. Proposed Class Title		
4. Section Economic and Employment Services	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit		14. Effective Date			
6. Location (address where employee works) City County		15. By	Approved		
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8 AM To: 5 PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position exists to support and facilitate service delivery by an EES team toward meeting the overall goals and mission of the agency. This position is essential in providing high quality service to the agency's customers and effective administrative support to an Economic and Employment Services team.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Dyla Lawrence	Human Service Supervisor	

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
SAME		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Supervision of an experienced worker is minimal. Worker is expected to function independently in much customer contact and minor decision making. Work products are reviewed for accuracy and timeliness on a regular basis by the supervisor.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time			
			The incumbent is expected to demonstrate a commitment to customer service and cross program communication. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1.	40%	E	<p><u>Program Support</u> Provides support for multiple programs by assisting professional staff in the coordination of services in order to facilitate an efficient work flow for the BPR process. Registers applications, by accessing the agency automated systems, analyzing application and system information to resolve problems and avoid duplication. Identifies services requested and enters appropriate information into the automated system for initial case establishment and to document customer contact and information. Manages the periodic review process through identification and generation of appropriate review forms based on the services received and registering reviews. Accesses non-DCF automated systems to gather information as requested by case managers.</p>
2.	15%	E	<p><u>Customer Service</u> Provides a high level of service to customers to assist in achievement of the agency mission and goals. To do this, the employee must be familiar with agency programs and guidelines; be able to communicate effectively and positively with customers and ensure the needs of the customer are met by directing them appropriately to services. Staff should be familiar with and able to assist customers in the use of the language line and special communication equipment (TDD) or other reasonable accommodations where appropriate. These tasks require that the employee maintain an excellent knowledge of program processes as well as agency and community resources. Is familiar with agency program benefits and benefit delivery systems.</p>
3.	30%	E	<p><u>Administrative Support</u> Provides administrative and clerical support to the team in order to maintain efficient BPR work flow. Prepares file folders for new cases, organizes and maintains case files, maintains file rooms. Collects, prepares and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. Receives, date stamps, sorts and distributes incoming mail. Looks up information on multiple systems to ensure communications are appropriately directed. Receives and prepares outgoing mail to meet mail schedules and may apply postage using an electronic postage meter.</p>
4.	10%	M	<p><u>Teamwork and Communication</u> Serves as a supportive member of the BPR team and exhibits characteristics of a team player by contributing to the effective operation of the work team. Communicates in a manner that is respectful and beneficial to the team both informally, through day-to-day interaction, and formally, through regular team/unit meetings. Offers assistance to other team members and may serve on work groups to enhance processes, procedures and outcomes for consumers. Remains open to organization change.</p>
5.	5%	M	<p><u>Special Assignments</u> Works on special assignments and duties</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
(X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
() Major program failure, major property loss, or serious injury or incapacitation.
() Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to complete work assigned could greatly disrupt work flow for other staff and adversely affect the welfare and well-being of internal and external customers. The issuance of customer benefits may be delayed, resulting in hardship for the customer.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may, on occasion, threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. Managing case files requires some lifting and carrying up to five pounds. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase the work load.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General

High School education or equivalent

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Ability to contribute to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, the general public and vendors.

Experience - Length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

- Experience or education in computer/data entry
- Experience working with the public
- Bilingual in English and Spanish languages.

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer and telephone and frequently interacts with individuals for the purpose of providing information. The employee performs activities with light to medium weight objects, such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date